New Directions Inc of North Central Conn.
Enfield, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Aug 14, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,170	1,413	-17%	▼
	Admits	777	982	-21%	▼
	Discharges	815	1,085	-25%	▼
	Service Hours	3,782	5,417	-30%	▼

▲ > 10% Over 1 Yr Ago   ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based	688	57.6%
Addiction			
	Outpatient	506	42.4%

Consumer Satisfaction Survey   (Based on 348 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Overall		96%	80%	91%
✔ Quality and Appropriateness		96%	80%	93%
✔ Participation in Treatment		95%	80%	92%
✔ Recovery		93%	80%	79%
✔ Access		92%	80%	88%
✔ Respect		89%	80%	91%
✔ Outcome		88%	80%	83%
✔ General Satisfaction		87%	80%	92%

Satisfied % | Goal %   █ 0-80%   █ 80-100%   ✔ Goal Met   ● Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25	340	29%	▲	16%
26-34	327	28%		23%
35-44	198	17%		20%
45-54	203	17%		24%
55-64	76	7%		14%
65+	18	2%		4%

Gender

Gender	#	%		State Avg
Male	840	72%	▲	60%
Female	330	28%	▼	40%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	972	83%	75%
Unknown	105	9%	6%
Hisp-Puerto Rican	55	5%	12%
Hispanic-Other	26	2%	6%
Hispanic-Mexican	12	1%	0%
Hispanic-Cuban			0%

Race

Race	#	%		State Avg
White/Caucasian	966	83%	▲	65%
Black/African American	82	7%		17%
Unknown	51	4%		3%
Other	39	3%	▼	14%
Am. Indian/Native Alaskan	26	2%		1%
Asian	6	1%		1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Outpatient 202200
New Directions Inc of North Central Conn.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
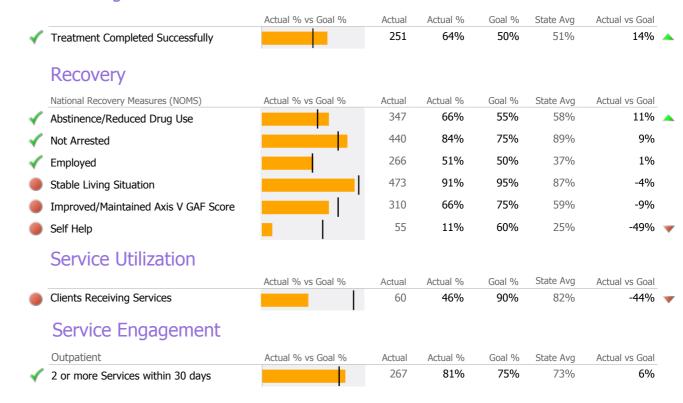Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	506	685	-26%	▼
Admits	337	519	-35%	▼
Discharges	392	562	-30%	▼
Service Hours	3,782	5,417	-30%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	95%
Valid TEDS Data		92%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	33%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	99%
✓ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		251	64%	50%	51%	14%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		347	66%	55%	58%	11%	▲
✓ Not Arrested		440	84%	75%	89%	9%	
✓ Employed		266	51%	50%	37%	1%	
🔴 Stable Living Situation		473	91%	95%	87%	-4%	
🔴 Improved/Maintained Axis V GAF Score		310	66%	75%	59%	-9%	
🔴 Self Help		55	11%	60%	25%	-49%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		60	46%	90%	82%	-44%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		267	81%	75%	73%	6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢		▢		▢	▢	▢	▢	▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Pre-Trial Drug/Alc Ed 202705
New Directions Inc of North Central Conn.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	688	767	-10%
Admits	440	463	-5%
Discharges	423	523	-19% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual ▌Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs